Volume 4, Issue 3 Home Appliances Newsletter March 2010

Samsung Electronics America

Samsung Tech Talk

Your source for service information

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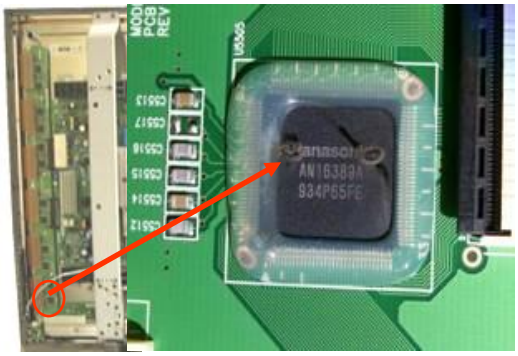
Technical Troubleshooting? Use your Senses!

Paul Pieri
Trainer—RTSC

When troubleshooting almost any product, be it an appliance or TV, take a bit of time to listen, look, smell, and touch the product before picking up a piece of test equipment to make measurements. By doing this, you can often narrow down the range of possible causes. For example, if you're investigating a plasma television failure, you can often find the area of initial failure by using at least one of your senses.

You can also use the customer's senses to help you find the area of initial failure by asking the customer questions about what he or she experienced at the time of the failure. Questions like "Did you hear any sounds or noise coming from the set?" or "Did you smell anything burning?" substitute the customer's senses for yours and act as a trouble -shooting tool of the senses you can use, even though you weren't there at the time of failure.

Asking the customer some simple questions might indicate that they "*heard*" a noise and "*smelled*" something burning. You then use the gift of eyesight to narrow down the search and, as in the Plasma TV example below, find the burned out IC.



To summarize:

Listen for any noise that is out of the ordinary.

Look for any abnormalities.

Smell around for something that might have burned or overheated.

Touch the unit to feel if something is getting abnormally hot.

Ask the customer what he or she heard, smelled, saw, or felt.

News From The Zones

RSE Agents

All Zones

Zone 1 (ME, NY, NH, MA, RI, CT, NJ, VT)

Always Check the Date of Purchase

Samsung refers both in warranty and out of warranty service requests to Samsung Authorized Service Centers (ASCs). The information on the service request is provided by the consumer, INCLUDING THE DATE OF PURCHASE (DOP). The date of purchase is NOT verified by Samsung. It is your responsibility to verify the date of purchase. The consumer must present a Bill of Sale (BOS) to verify the DOP before receiving warranty service.

When to Get and Keep a Copy of the BOS

While you must see a BOS for all warranty service, if the Samsung product you are servicing is more than 14 months old, measured from the Date of Manufacture (DOM), the customer must give you a copy of their Bill of Sale for your records to receive warranty service. You can find information on how to determine the DOM from the product serial number in the Policy and Procedure Manual.

Your company must keep a copy of the BOS on file for one year from the claim paid date. Samsung may request a copy of the BOS. If your company cannot provide a copy of the BOS, the warranty claim will be charged back or denied. You can find details in the Policy Procedure Manual.

Zone 3 (NC, SC, GA)

Times, they are exciting at Samsung. We are seeing growth in appliance sales, the expansion of the Master Engineer (ME) program, and mass improvements throughout Samsung, and all of this coming together to make sure we put the customer first. Samsung has set a goal to lead all manufacturers in customer satisfaction for the 2010 year. Here are some of the steps we're taking to accomplish this huge task.

The ME Program

The ME program is being brought to higher call volume markets. The plan is to route 50 % of the call volume to the ME in these high volume areas. How do you become an ME you ask? ME's are selected based on ASTR (Analytical Service Tracking Ratio: TAT- Turn-around time, QOS – Quality of service, LTP- long term pending, and LTR – long term repair) plus willingness to work with call trackers on non-updated tickets. The ME is held to a higher standard of excellence in each of the categories and is expected to deliver all the key elements of the hospitality program.

Note: A hospitality class is provided in the training section of plus1solutions, our training website.

Call Tracking

Call center trackers have been put into place to track service orders that have not been updated in the system. By the end of next month, call trackers will track almost every call to ensure that customers are provided the best service possible. With the new improvements to the system, call volume to a servicer will be determined by TAT, ASTR, and system updates. The trackers job is to help ensure calls are being worked, whether the issue is prompt contact, ordering parts, receiving parts, or placing calls in the correct queue so that the correct party sees the call to ensure timely service.

The Call Center

The Call Center is charged with helping customers locate service in their area, triaging the customer's unit, and answering any questions a customer might have about their unit before dispatching a servicer to the customer's home. This should lead to a reduction in NDF (no defect found) calls. The Call Center also helps dealers get needed parts to make sure that products look their best when they hit the sales floor.

News From the Zones

Continued

Zone 6 (MN, WI,IA,IL,MO,AR, OK)

Policy Guide and Contact Info

Samsung wants you, our Authorized Service Centers (ASC), to be the best performing network in the consumer electronics and home appliance industries. One way we help you get to that level is by giving you access to our policies and procedures. These are available online through GSPN. Take the time to read them. These are the rules you need to follow to deal effectively with Samsung. You can find answers to your routine questions and a wealth of other information, including all warranty and parts polices. Additional helpful information includes the format you should use to identify serial numbers, our Bill of Sale policy, turnaround time (TAT) metrics, and more. You can avoid all kinds of confusion, improve your performance, and improve your bottom line when you know our policies.

In addition to being familiar with our policies, you should know the phone numbers to use if you need help. Here is a brief list:

Consumer Electronics Tech Support	888-751-4086
Home Appliance Tech Support	866-797-8736
Field Service Support (GSPN access, general assistance)	888-341-2561
Warranty	800-849-2198 option 8

Of course, you will want to remember the contact information for your trusty RSE also. If all else fails, give us a call and we will be happy to assist you.

Samsung RF4287 Frig Wins ICES Innovations Award

Jeff Brutman

Assistant Documents Manager

Samsung's new 4-Door French Door Refrigerator, the RF4287, was an Innovations Honoree award winner at the 2010 International Consumer Electronics Show, and, we think, deservedly so.

The RF4287 features a substantial and well proportioned 28 cubic feet of storage space, a dazzling stainless steel design with a stylish Blue LED digital display, and space-saving LED interior lighting that illuminates every nook and cranny of the unit. It also features Samsung's Twin Cooling System, which circulates air within the refrigerator and freezer compartments separately, keeping food fresh and tasty by eliminating odor transfer and maintaining optimal levels of humidity in both compartments.

The RF4287 also offers customers a Custom Cool Drawer with Smart Divider. This is a flexible middle drawer with a separate temperature control specially designed to store a range of items, from party platters to deli meats to soft freeze foods, all at exactly the right temperature. For example, the soft freezing level starts at 26°F, which is perfect for meats and fish. There's also a Cold Drink setting of 32°F, a Deli and Snack setting of 37° F, and a Wine and Party Platter setting of 47°F. But pre-sets are only part of the story. Customers can set the drawer to whatever temperature they need to keep their food at optimum levels of freshness and taste.

To make the Custom Cool Drawer even more useful, the Drawer opens separately from the exterior of the refrigerator and is set at counter height so it is convenient for everyone in the family to access. An ergonomic handle makes the drawer as easy as pie to open. To top things off, the RF4287 is Energy Star compliant. All in all, one heck of a refrigerator.

The RF4287 will be available starting this spring.

Hot Tech Tips

Tony Ippolito
Manager HA Technical Support

Models: DMR57LFS/XAA, DMR57LFB/XAA, DMR57LFW/XAA, DMR77LHB/XAA, DMR77LHW/XAA, DMR77LHS/XAA, DMR78AHB/XAA, DMR78AHW/XAA, DMR78AHS/XAA

Symptom: In the beginning of the dish wash cycle, Error Code 4E is displayed.

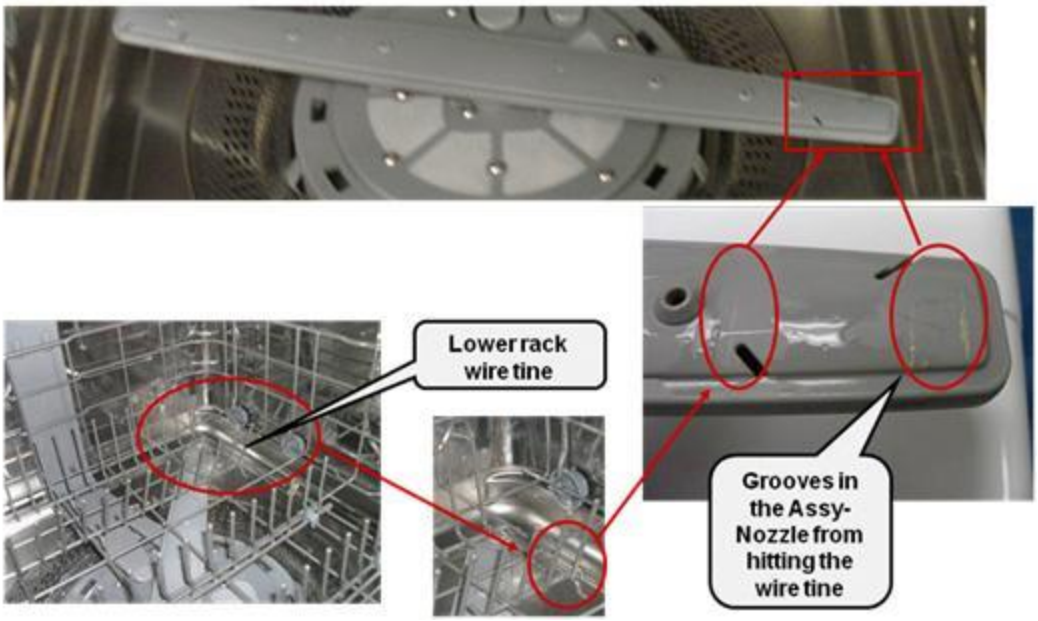
Resolution: Enter the test mode. With the power off, press the Delay Start, Normal, and Power buttons at the same time and hold for three seconds. The unit turns on in test mode. The Display Panel reads T1.

For the DMR57, press delay start. For the DMR77/DMR78, press delay start, and then close the door. For the first 45 seconds, you will hear the drain pump. Then, you should hear the water valve open. As the water flows through, the flow meter counts up to 660. If there is a problem or you do not hear water flowing, the error code 4E appears on the display. Check valve resistance and voltage at the brown wire at CN14 to the yellow wire at the detergent dispenser. It should be about 1.2 K ohms @120VAC. The Flow Meter and Main Control Board can also cause this symptom.

Models: DMR57LFS/XAA, DMR57LFB/XAA, DMR57LFW/XAA, DMR77LHB/XAA, DMR77LHW/XAA, DMR77LHS/XAA, DMR78AHB/XAA, DMR78AHW/XAA, DMR78AHS/XAA

Symptom: Dishwasher Noise

Resolution: Look at the Lower Assembly – Nozzle (Wash Arm). If it has three grooves near the end, the lower wash arm is hitting the back wire tine on the lower rack. Replace the Lower Wash Arm, Part Number DD97-00128A.



Hot Tech Tips

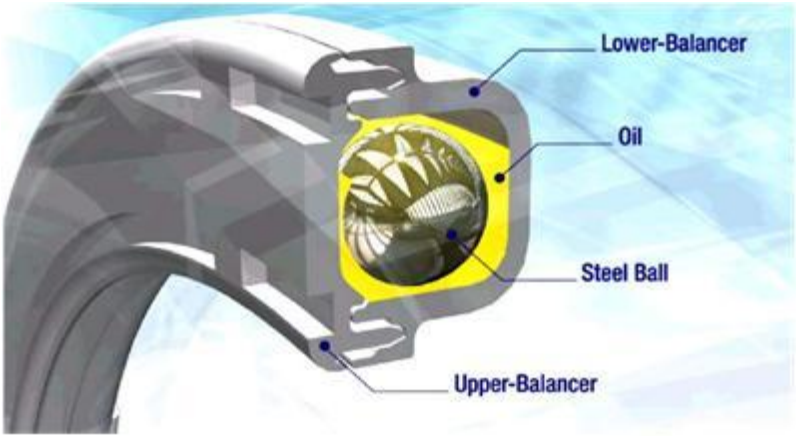
Continued

Models: WF328AAW/XAA, WF218ANB/XAA, WF218ANW/XAA, WF448AAW/XAA, WF338AAB/XAA, WF338AAW/XAA, WF317AAG/XAA, WF317AAS/XAA, WF317AAW/XAA, WF337AAG/XAA, WF337AAL/XAA, WF337AAR/XAA, WF337AAW/XAA, WF448AAE/XAA, WF219ANB/XAA, WF219ANW/XAA, WF328AAG/XAA, WF209ANW/XAA, WF328AAR/XAA, WF438AAR/XAA, WF448AAP/XAA, WF339AAW/XAA, WF419AAU/XAA, WF407ANW/XAA, WF409ANR/XAA, WF409ANW/XAA, WF419AAW/XAA

Symptom: VRT balancing problems. Improper installation location causes the front load washer to extend the wash cycle by having spin and balance problems or to develop a “DC” error because It cannot balance the wash load.

Never install here.

Resolution: Installing the washer in an area that is not temperature compensated will cause the VRT system to malfunction. In cold weather, the oil that the VRT balls are suspended in becomes viscous or thick, and the steel balls will not move freely enough to properly balance the wash load. Install the washer in a properly heated area.



Also if the water temperature is too cold, this system may become sluggish in the balancing process.

Hot Tech Tips

Continued

Models: RF267AABP/XAA, RF267AARS/XAA, RF267AASH/XAA, RF267AAWP/XAA, RF267ABBP/XAA, RF267ABRS/XAA, RF267ABPN/XAA, RF267ABWP/XAA, RF26VABBP/XAA, RF26VABPN/XAA, RF26VABWP/XAA, RF266AARS/XAA, RF266AASH/XAA, RF266AAWP/XAA, RF266AABP/XAA, RF266ABPN/XAA, RF266ABRS/XAA, RF266ABWP/XAA, RF266ABBP/XAA

Issue: In early 2009, the old water tank was discontinued.

Resolution: Both versions of the water tank are now available. Use the chart below to identify the model and the Old or New tank installed in the unit you are servicing.

Model	OLD	NEW
RF267AA	DA97-05033D	DA97-07129A
RF267AB	DA97-05033D	DA97-07129A
RF26VAB	DA97-06242A	DA97-07129A
RF266AA	DA97-05033B	DA97-07129B
RF266AB	DA97-05033B	DA97-07129B

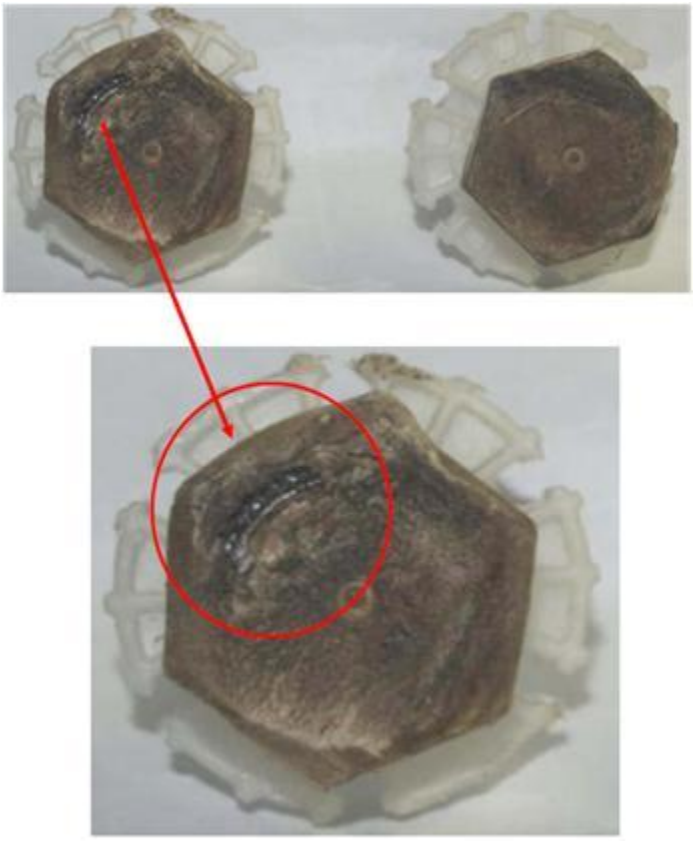
Old New

Hot Tech Tips

Continued

Models: DV338AEB/XAA, DV338AGB/XAA, DV338AGW/XAA, DV316LEC/XAA, DV316LGWXAA, DV316LGC/XAA, DV448AEW/XAA, DV448AGW/XAA, DV338AEW/XAA, DV328AEW/XAA, DV328AGW/XAA, DV317AES/XAA, DV317AGS/XAA, DV317AEW/XAA, DV317AGG/XAA, DV337AEG/XAA, DV337AEL/XAA, DV337AER/XAA, DV337AEW/XAA, DV337AGG/XAA, DV337AGL/XAA, DV337AGR/XAA, DV337AGW/XAA, DV448AGP/XAA, DV328AER/XAA, DV448AEE/XAA, DV448AGE/XAA, DV328AEG/XAA, DV328AGG/XAA, DV328AGR/XAA, DV438AER/XAA, DV438AGR/XAA, DV448AEP/XAA, DV339AEW/XAA, DV419AEU/XAA, DV419AGU/XAA, DV409AER/XAA, DV409AGR/XAA, DV350AGW/XAA, DV350AEW/XAA, DV409AEW/XAA, DV407AGW/XAA, DV407AEW/XAA, DV409AGW/XAA, DV339AGW/XAA, DV419AEW/XAA, DV419AGW/XAA

Symptom: Excessive WF DV cabinet movement during spin.



Resolution: If the front load washer or dryer has excessive cabinet movement when in the spin mode, look at the leg rubber pads. If they are warn through, as shown in this example, and the metal is showing, they must be replaced.

Hot Tech Tips

Continued

Models: RS267LBBP, RS2530BSH, RS2530BWP RS2630BSH, RS2630BWP, RB215LASH, RB215LABP, RS267LABP, RS269LARS,RS265LABP, RFG295AABP/XAA, FG295AAPN, RFG295AABP/XAA, RFG295AAPN/XAA, RFG295AARS/ XAA, RFG295AAWP/XAA, RFG297AABP/XAA, RFG297AAPN/XAA, RFG297AAWP/XAA, RFG299AARS/XAA, RFG297AARS/XAA, RFG295ABBP/XAA, RFG295ABPN/XAA, RFG295ABRS/ XAA,RFG295ABWP/XAA, RFG297ABBP/XAA, RFG297ABPN/XAA, RFG297ABRS/XAA,RFG297ABRS/XAC, RFG297ABWP/XAA, RFG299ABRS/XAA, RFG237AARS/XAA, RFG238AARS/XAA,RFG298AAPN/XAA, RFG298AABP/ XAA,RFG298AARS/XAA, RFG298AAWP/XAA, RFG237AABP/XAA, RFG237AAPN/XAA, RFG237AAWP/XAA, RFG238AZRS/XAA,

All Samsung refrigerators use an adaptive defrost circuit. This means that the defrost time and frequency of defrost cycles will vary depending on usage, temperature, and humidity.

The table below shows the information for the first (out of Box) defrost cycle.

Model Series	First Defrost Cycle, Both Fridge & Freezer	Defrost Cycle Fridge only	Defrost Cycle Fridge & Freezer
RSG	6 hrs, Pause Time 10 minutes	6~12 hrs (varies according to conditions)	12~24 hrs (varies according to conditions)
RS	4 hrs, Pause Time 10 minutes	6~12 hrs (varies according to conditions)	12~24 hrs (varies according to conditions)
RF	6 hrs, Pause Time 12 minutes	6~17 hrs (varies according to conditions)	12~34 hrs (varies according to conditions)
RFG	6 hrs, Pause Time 12 minute	6~11 hrs (varies according to conditions)	12~23 hrs (varies according to conditions)
RB 2009	6 hrs, Pause Time 12 minutes	6~11 hrs (varies according to conditions)	12~23 hrs (varies according to conditions)
RB Pre 2009	4 hrs, Pause Time 10 minutes	6~11 hrs (varies according to conditions)	12~22 hrs (varies according to conditions)
RS2530	4 hrs, Pause Time 7 minutes	N/A	6~11 hrs (varies according to conditions) * Single Evaporator in Freezer
RS2630	4 hrs, Pause Time 7 minutes	N/A	6~11 hrs (varies according to conditions) * Single Evaporator in Freezer

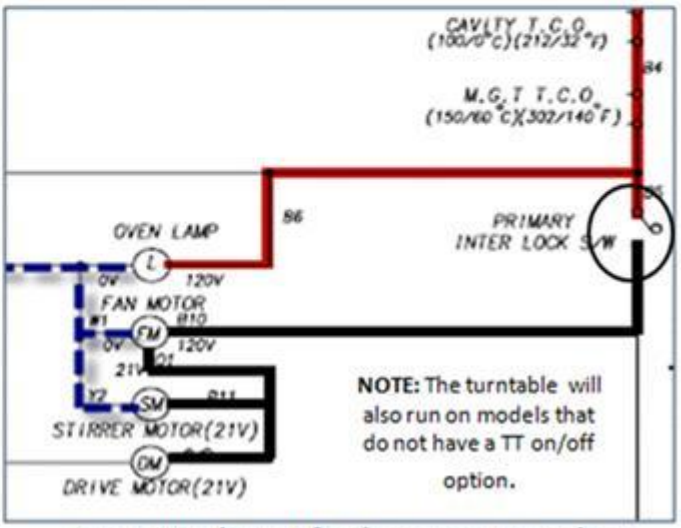
Hot Tech Tips

Continued

Models: SMH7174BC/XAA, SMH7174CC/XAA, SMH7175CC/XAA, SMH7175WC/XAA, SMH7176STE/XAA,SMH7177STE/XAA, SMH7178STD/XAA, SMH7178STD/XAX, SMH7174WE/XAA,SMH8165STE/XAA, SMH7185BG/XAA, SMH7185STG/XAA, SMH7185WG/XAA,S MH7187STG/XAA, SMH8165ST/XAA, SMH7150BE/XAA, SMH7150CE/XAA, SMH7150WE/XAA, SMH7174BE/XAA, SMH7175CE/XAA, SMH7175WE/XAA, SMH7178STE/XAA, SMH9151ST/XAA, SMH9151STE/XAA, SMH9187ST/XAA, SMH9151W/XAA, SMH9187B/XAA, SMH9187W/XAA, SMH9151B/XAC, SMH9151ST/XAC, SMH9151W/XAC, SMH9151B/XAA, SMH9151S/XAA, SMH8165B/XAA, SMH8165W/XAA, SMH9207ST/XAA, SMH9151BE/XAA, SMH9151WE/XAA

ISSUE: Fan Runs And Light Is On When Door Is Closed
CAUSE: Upper Door Switch Does Not Close When Door Is Closed
CIRCUIT DESCRIPTION: Top switch (secondary interlock) on door latch assembly controls the main relay. When door is in closed position the secondary interlock and the primary interlock (bottom switch) should also be closed. When the secondary interlock is open the main relay is energized completing circuit for oven lamp to come on .

120vac is supplied to lower switch (primary interlock) and through oven lamp when unit is plugged in.
With door closed primary interlock closes and provides 120vac to cooling fan, turntable motor and stirrer motor.
---- If secondary interlock fails to close when door is closed, the main relay will remain energized and the light, cooling fan, turntable motor and stirrer motor will run as primary interlock switch is closed position.



Open attachment for diagnostic procedure

Washer Spin Issues

Steve Polzin and Jim Swift
HA Tech Support Specialist and HA Product Manager

A common issue we have encountered the past few months is washing machines having long cycle times or, in some cases, not completing the high speed spin cycle. These issues can be caused by the customer using the wrong detergent or too much HE detergent. Here's why:

- Excess suds created in the wash cycle do not pump out of the machine during the drain cycle.
- As the washer fills for the rinse cycle, these suds get pushed into the pressure sensing hose creating what's known as a "suds lock". See figure, right.
- When the washer enters the final spin cycle, the water is pumped out and the suds lock traps pressure in the hose, leaving the microprocessor thinking that water remains in the tank.
- The washer will not access high speed spin if it thinks the tank still has a certain amount of water in it.

The soap issue can create a suds buildup over time and cause other intermittent pressure sensing issues such as fault codes like NF (no fill). The suds can show in the door boot or in the vent assembly, but this is not always the case.

You can quickly verify whether the pressure sensor is preventing high speed spin by removing the hose to the pressure sensor and accessing the high speed spin test. If the test continues properly with the hose disconnected you need to remove the pressure line at the drum and drain out any excess suds buildup. A high quality liquid fabric softener can be used to cut suds and expedite the suds removal and prevent a gradual suds buildup in the washer.

The second step of the repair is to educate the customer about High Efficiency (HE) soap. Reinforcing the consumer's choice to purchase a high efficiency Samsung washer will make it easier to educate them on the importance of detergent selection and usage. Listed below are some talking points you might find useful in educating the customer.

All Samsung washers are designed for HE detergent. HE detergents create fewer suds and disperse quickly to help get the best cleaning performance with only 20% to 66% of the amount of water used in traditional machines. Guidelines provided by the soap companies are provided for a full wash load in worst case scenarios. Water temperature and PH levels also affect the amount of suds produced.

Excessive Suds can lead to poor cleaning, odors, and in worst case scenarios, malfunctions

- **A good test for detergent amount is to wash some towels or jeans that were recently washed with no soap at all.** If the washer shows suds, the customer needs to use less soap next time. On new installations, previously laundered items such as towels or jeans may still contain soap residue that can create problems.
- "**Can't I just use less regular detergent"** Detergents are formulated to work in a ratio of water/detergent/clothes. Changing the ratio means less cleaning.

Washer Spin Issues

Continued

- **Experiment with less detergent. PH** level, water temperature, and mineral content all effect detergent performance. Detergent manufacturers create soap for the average of all three conditions. Depending on the load size, the Samsung washer will use between 5-7 gallons of water per fill cycle, therefore the amount of soap a customer needs should be determined by evaluating the following guidelines:
  - The size of the load. Smaller loads require the less soap.
  - The hardness of the water. Softer water requires less soap.
  - The amount of soil. Lighter soil levels require less soap.
- **Some fabric softeners actually neutralize** suds and help pull soap build up out of clothing. Fabric softener is dispensed at the beginning of the rinse cycle. As the fabric softener enters the machine during rinse fill mode, it breaks down suds created during the wash cycle preventing a buildup in the pressure sensing tube. To determine if a brand will cut suds, try this easy test: Create some suds in a sink using dish soap, then add a cap or two of fabric softener and evaluate.

Answers: 1. St Pattys Day 2. Spring 3. March Madness 4. Earth Day 5. Shamrock

Please Send Us Your Comments!

Something you'd like to see in the Samsung Tech Talk Newsletter? Is there a topic/issue we haven't covered that you'd like to read about? **LET US KNOW!**

Please send your comments to:
training@sea.samsung.com

Installing the Steam Dryer Y Connector Kit

Louis Picchione
Assistant Manager—HA

1. Long Hose
2. Two washers
3. One Y Connector with washer

The Y Connector already comes with a washer inside the Y Connector.

You can install the “Y” connector in one of three (3) ways. The first two (2) installation procedures are basic. No additional parts are needed. The third installation procedure is optional. It requires the purchase of a short extension hose. The three (3) installation procedures are listed below:

- Installing the “Y” connector directly to the house cold water supply.
- Installing the “Y” connector directly to the cold water inlet valve on the washer.
- Installing the “Y” connector directly to a short extension hose which is connected to the house cold water supply. (This installation procedure is optional.)

Installing the Steam Dryer Y Connector Kit

Continued

INSTALLATION PROCEDURE #1

(House Cold Water Supply)

1. Before starting, make sure the water supply is turned off.
2. Apply Teflon tape to the threaded area on both sides of the “Y” connector and on the threaded area of the water supply valve (Illustration 1).
3. Connect the “Y” connector to the house water supply (Illustration 2).

   Note: Caution do not over tighten. Hand tighten, and then turn an additional ¼ to a ½ turn with a pliers.
5. Connect one output of the “Y” connector to the cold water inlet valve on the washer (Illustration 3).
6. Connect the other output of the “Y” connector to the dryer inlet valve (Illustration 4).
7. Turn the cold water supply back on.

   Important: Make sure the water supply is turned on to the full open position.
8. Check all water line connections for leaks.

INSTALLATION PROCEDURE #2

(Washer Cold Water Valve)

1. Before starting, make sure the water supply is turned off.
2. Apply Teflon tape to the threaded area on both sides of the “Y” connector and on the threaded area of the water supply valve (Illustration 1).
3. Connect the “Y” connector to the cold water inlet valve on the washer (Illustration 2).

   Important: Tighten the "Y" connector hand tight. If necessary, use a suitable tool, such as a pliers, to tighten the connector an additional 1/4 turn.
4. Connect one output of the “Y” connector to the cold water supply valve (Illustration 3).
5. Connect the other output of the “Y” connector to the dryer inlet valve (Illustration 4).
6. Turn the cold water supply back on.

   Important: Make sure the water supply is turned on to the full open position.
7. Check all water line connections for leaks.

Installing the Steam Dryer Y Connector Kit

Continued

INSTALLATION PROCEDURE #3

(OPTIONAL)

The third installation procedure is optional. To install the "Y" connector using this procedure, you need to purchase a short extension hose. (Part # DC97-15249A)

1. Before starting, make sure the water supply is turned off.
2. Apply Teflon tape to all of the threaded areas: on both sides of the "Y" connector, the water supply valve, and the one side of the short extension hose (Illustrations 1 and 2).
3. Connect the "Y" connector to the one end of the extension hose (Illustration 1 and 2).
4. Connect the other end of the extension hose to the cold water supply valve (Illustration 3).
5. Connect the one output of the "Y" connector to the washer inlet valve (Illustration 4.)
6. Connect the other output of the "Y" connector to the dryer inlet valve (Illustration 5).
7. Turn the cold water supply back on.

   Important: Make sure the water supply is turned on to the full open position.
8. Check all water line connections for leaks.

Samsung Electronics America
105 Challenger Road
Ridgefield Park, NJ 07660

Phone: 201-229-4251

The information in this bulletin is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of possible dangers in attempting to service a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair the product or products dealt with in this information by anyone else could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.

2010 Home Appliance Training

Samsung Training Tour 2010
Coming to a city near you!

Samsung has introduced a new concept in training and service: A mobile training facility. The mobile training facility tour will start in the southeast region in the first quarter of 2010 and travel around the country providing hands-on training on new products, and troubleshooting and repair procedures. Local authorized service centers will receive an invitation by email automatically. Please keep your ASC profile up to date so you can receive the most up to date training details. Be advised that we invite all ASCs within a 50 mile zip code radius of the training location. You may be invited to more than one training city.

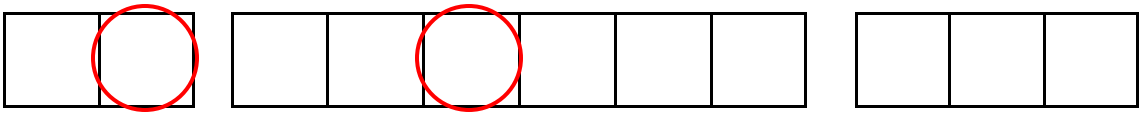
You can reserve your seat in training by emailing training@sea.samsung.com.

Date	City	Comments
March 2, 2010	Buford, GA (Class is Full)	Training Bus
March 4. 2010	Atlanta, GA	Training Bus
March 9. 2010	Macon, GA	Training Bus
March 11, 2010	Tifton, GA	Training Bus
March 16, 2010	Jacksonville, FL	Training Bus
March 17, 2010	Port Orange, FL	Training Bus
March 23, 2010	West Palm Beach, FL	Training Bus
March 25, 2010	Oakland Park, FL	Training Bus

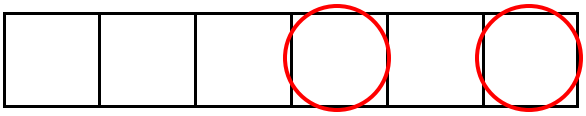
You can always obtain the most up to date training list by sending an email to training@sea.samsung.com.

SAMSUNG'S MARCH MAYHEM

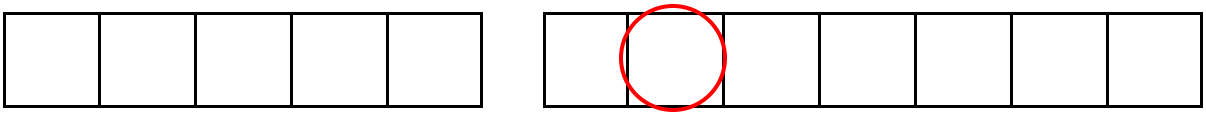
1.TS ATPATSY DYA



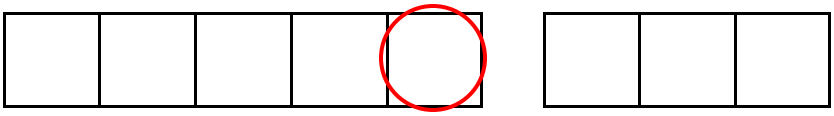
2. NGPISR



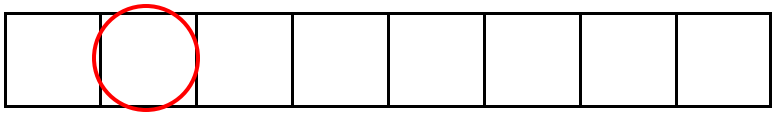
3. RMAHC DNSAS



4. TEHAR YAD

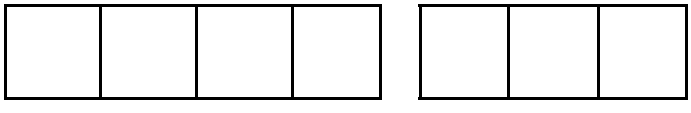


5. ORHKSCAM



Take the circled letters from above and unscramble them to solve the final question.

A rightful reason why Samsung would cut your warranty referral work!



Answers on page 11.